

Terms

1. We will not exceed any fixed fees payable by the legal services commission. We must stress that we have a responsibility to the Legal Aid fund to ensure that our costs are reasonable, and not incur any unreasonable expenditure. All charges will be explained in writing prior to those charges being levied.
2. Upon instructing us, all work will be carried on in accordance with our professional terms.
3. We aim to provide a professional service in accordance with the law society professional rules. We also provide a service in accordance with very strict quality standards of the Legal services commission. Our service is without prejudice through race, colour, creed, gender, disability or sexual orientation. As a busy Legal aid practice, much of our time is spent in court, our supportive staff are respectful of our client's needs and concerns but wish them to be understanding in exceptionally busy periods. We realise that we may be acting for you at a difficult time and we do ask that you be patient with our staff who may not in the absence of the partners be able to give you an immediate answer. The partners have agreed a policy that they will not tolerate abusive behaviour in any circumstances to our employees, we think this is a fair way of dealing with all of our clients for the comfort of everybody.
4. Our legal services paid for privately, are calculated on our private client charging rate of £170.00 plus V.A.T. disbursements and travelling expenses calculated at 0.45 pence per mile. Bills are submitted on an interim basis with a minimum charge set at £300.00 plus V.A.T.
5. Wherever Legal aid is available or granted to you, we will represent our client without charging for the legal services that we are able to provide within the terms of the criminal contract that we have with the legal services commission, rules (The law society) and in the case of legally aided matters in accordance with the terms of our contract with the Legal services commission.
6. Complaints will be dealt with by Stephen Nunn our client care manager in accordance with our professional rules. Please contact Mr Nunn in writing stating the nature of your complaint.